



DEPARTMENT OF THE ARMY
U.S. Army Forces Central Command - SA
RIYADH SAUDI ARABIA
APO AE 09852



#2002-9

**POLICY LETTER # 9 – USE OF GOVERNMENT
TELEPHONES, COMPUTERS, E-MAIL, INTERNET, AND
THE DEFENSE SWITCHED NETWORK**

5 Oct 02

1. References:

- a. Army Regulation 25-1, Army Information Management, 31 May 2002.
- b. Army Regulation 380-19, Information Systems Security, 27 February 1998.
- c. Department of Defense (DOD) 5500.7-R, Joint Ethics Regulation (JER), 30 August 1993 (w/ch3).
- d. Joint Task Force-Southwest Asia, Policy Letter CS-006, Morale Call Policy, 25 May 1999.

2. This Policy Letter applies to all military personnel and federal civilian employees assigned, attached, on temporary duty, or otherwise sent to Saudi Arabia to support ARCENT-SA. It also applies to any unit, section, detachment, or other organizational entity attached to or otherwise under the direction or control of ARCENT-SA. This Policy Letter also applies to all family members accompanying the military personnel and federal civilian employees. The term “federal civilian employees” includes individuals who have an employment or contractual relationship with the Department of the Army, Department of Defense, or any other U.S. Government agency

3. This Policy Letter is a lawful order. Personnel who violate this Policy Letter may be prosecuted and punished under the Uniform Code of Military Justice and/or federal criminal statutes, including the Military Extraterritorial Jurisdiction Act. Violators may also receive administrative sanctions, including separation from the service, termination of employment, or cancellation of a contractual relationship.

4. Any use of Government communication resources is with the understanding that such use is generally not secure, not anonymous, and serves as consent to monitoring.

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5. Use of Government communication resources (including Government-owned and leased telephones, facsimile machines, electronic mail (e-mail) and other access to the Internet) “shall be for official use and authorized purposes only” (JER 2-301). “Authorized purposes” may include personal use as permitted by “Agency Designees” within specified parameters.

6. Use must be for a legitimate purposes and must not adversely affect the performance of official duties. Permission to use any of these communication services is subject to the following:

a. Are of reasonable duration and frequency, and whenever possible, are made during the user’s personal time such as during lunch, break, and/or other off-duty periods.

b. Are not used for activities related to the operation of a personal business enterprise.

c. The user cannot make a long distance toll call or other user fee that is chargeable to the Government. Intentionally or unintentionally doing so will result in the user reimbursing the Government for the expense, and may subject him or her to adverse actions. Users must use toll-free numbers or charge the access fees or other fees to their personal credit card.

d. This permission does not extend to personal communications to solicit business, advertise, or engage in other selling activities in support of private business enterprises; fundraising activities (except for those permitted by JER 3-210); or other uses that would reflect adversely on the Army or which is incompatible with public service.

e. Users are prohibited from using Government communication systems for the following activities:

(1) View sexually oriented/Adult Entertainment Internet sites or download sexually oriented/Adult Entertainment material. Visiting sexually oriented/Adult Entertainment Internet sites and downloading sexually oriented/Adult Entertainment material may also violate Policy Letter Number 1, CENTCOM General Order #1A, and Third U.S. Army General Order Number 1.

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(2) Unlawful activities, commercial purposes or in support of “for profit” activities, personal financial gain, personal use inconsistent with DOD policy, or use that violate public laws. These include, but are not limited to, violation of intellectual property, gambling, terrorist activities, and sexual or other forms of harassment.

(3) Political transmissions to include transmissions that advocate the election of particular candidates for public office.

(4) Unauthorized entry, use, transfer, and tampering with the accounts and files of others and interference with the work of others and with other computing facilities.

(5) Purposes that could reasonably be expected to cause, directly or indirectly, congestion, delay, or disruption of service to any computing facilities or cause unwarranted or unsolicited interference with other users use of communications. Such uses include, but are not limited to, the use of Government communication systems to:

(a) Create, download, store, copy, transmit, or broadcast chain letters.

(b) “Spam,” that is, to exploit listservers or similar broadcast systems for purposes beyond their intended scope to amplify the widespread distribution of unsolicited e-mail.

(c) Send a “letter-bomb,” that is, to re-send the same e-mail message repeatedly to one or more recipients, to interfere with the recipient’s use of e-mail.

(d) Broadcast unsubstantiated virus warnings from sources other than systems administrators.

(e) Broadcast e-mail messages to large groups of e-mail users (entire organizations) instead of targeting smaller populations.

(6) Users may not send group electronic mailings to offer items for sale or other personal purposes (*e.g.*, selling an automobile, forwarding humorous material, or renting a private residence). Users may not send group electronic mailings to announce events sponsored by a non-Federal entity without the prior approval of their supervisor.

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7. Personnel will not share e-mail/Internet accounts, and passwords associated with those accounts, with other persons.

8. Personnel will not load and/or install any software, hardware or firmware onto any Government computer without prior approval of the system administrator.

9. Telephone usage. The following personal communications are permitted: Those communications that are most reasonably made from your normal work place, such as local and/or toll-free calls to spouse or children; banks or other financial institutions. All of these communications must be at no expense to the government.

10. Internet usage. The Internet provides an information interchange and communications through such vehicles as mail list servers, databases, files and web sites. Subject to the restrictions in subparagraph, 6a through e, the ARCENT-SA user agreement signed when applying/activating an account and the following:

a. Connection to the Internet can only be accomplished by using a local area network (LAN) or a command-installed or authorized “dial up.”

b. Users have permission to use office computers to access and use these Internet resources for professional development purposes, subject to ensuring that their primary duties and mission are accomplished.

c. Users also have permission to use office computers to access and use these Internet resources for personal reasons, such as:

- (1) Routine e-mail correspondence with spouses and family members,
- (2) Reading a business magazine, obtaining news or sports information, or
- (3) Checking stock quotes.

d. If users want to use the Internet for personal use, they should attempt to use the Internet before and after work hours or during the lunch period or other authorized break.

e. Supervisors may impose restrictions on the use of the Internet as necessary.

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11. In appropriate cases, supervisors may also authorize soldiers to use e-mail and other Internet access in support of their personal and private participation in non-Federal and not-for-profit professional and private organizations, subject to the limitations in paragraph 6 above.

12. Morale calls. Morale calls are permitted under the guidelines set forth in CJCSI 6215.1, dated 1 Feb 95; and JTF-SWA Policy Letter CS-006, 25 May 1999.

a. Use of the DSN or Autovon lines is authorized for morale purposes. Two morale calls per week are authorized. Morale calls should last 15 minutes or less. Commanders and First Sergeants may, on a case-by-case basis, and for exceptional circumstances, permit additional morale calls, longer duration morale calls, or both. Users are authorized to make two 15-minute calls per week at any time. However, soldiers must realize that local commanders at the other end of the call may impose time restrictions on when operators may place morale calls.

b. Users must comply with receiving post policies for off-net calls. Some post commanders restrict incoming morale calls to the local area only. Many require the caller to give their name and other information as a way to prevent abuse. Some posts may not allow off-net calls.

c. Use of U.S. government international commercial lines is not authorized except for official business.

d. After calling the operator at an installation outside of the AOR on a DSN line, you may make an off-net collect or credit card call, as well as a local call. However, the operator must agree and you may not exceed the 15-minute morale call limit.

e. Collect calls and credit card commercial calls at the individual's own expenses are not restricted to the 15-minute limit. However, this means the entire call must be over commercial lines from Saudi Arabia to the receiver. Users are cautioned that this mode can be expensive.

f. DSN morale calls are not authorized when "minimize" is in effect.

13. E-mail. Use of e-mail over official networks for morale purposes is permitted as follows:

a. E-mail for morale purposes is not authorized when "minimize" is in effect.

b. If the official networks are overloaded or if a security violation occurs, then termination of morale access to e-mail will be enforced.

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c. Use of a commercial telephone line to connect to morale e-mail is prohibited.

d. Supervisors may impose additional restrictions as necessary.

14. Computer screen savers. No screen savers on a government owned computer may use language or graphics which either would reflect adversely on the Army or would be incompatible with public service. Prohibited screen savers include: use of profane language; use of obscene language; use of commercial (*e.g.* alcoholic beverage) logos, slogans or advertisements; representations of scantily dressed or naked men or women; any flag other than that of the United States of America or the Kingdom of Saudi Arabia; any derisive or negative comments concerning the Kingdom of Saudi Arabia.

15. This Policy Letter supersedes and rescinds all previous Policy Letters on this subject.

16. Proponent for this policy is the ARCENT-SA G-6.

// ORIGINAL SIGNED //
THOMAS H. STANTON
COL, AD
Commanding

DISTRIBUTION:

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